

ReDAT

Recording Systems

ReDAT eXperience
Release notes v 2.37.3



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with certified system of quality control by ISO 9001 and member of AOBP



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Released for OS Windows, OS Linux

1. Technical specifications

1.1 Hardware

In the technical specifications, the minimum requirements for the HW PC where the eXperience system is installed have been modified and increased:

- Processor min. 3,7 GHz, 4 cores
- RAM 16 GB (plus 1 GB RAM for every million records in a DB)

1.2 Software

1.2.1 PC with ReDAT eXperience

- Windows Server 2016, Windows Server 2019, Windows Server 2022 (not supported for Alcatel-Lucent TSAPI Premium Server).
- Only the Windows Server operating system, not older than 8 years from its first release, is supported.
- It is also possible to install eXperience on virtual servers. Virtualization platforms with the operation system according to the technical conditions are supported.
- Installing eXperience introduces the following components:
 - OpenJDK 1.8 or 17
 - Microsoft .NET Framework 3.5 a 4

1.2.2 User computer requirements

User computer requirements for connection to ReDAT eXperience and installation on the user computer

- Windows OS: Microsoft-supported operating systems. (Windows 7 and earlier versions are not supported.)
- Some limitations for Linux OS (Mac OS) versions
- For the ReDAT Inspector application that is installed on the user PC, the same conditions as for eXperience must be guaranteed, see chapter [HARDWARE](#).

1.2.3 Browsers

This eXperience version has been released for the following browser versions:

- Google Chrome: 119.0.6045.124
- Microsoft Edge: 117.0.2045.47
- Firefox ESR: 115.4 esr
- Firefox: 119.0.1

More information in the manual **RD 044 001 Technical specifications**.

2. New functions and modifications

2.1 Catalog, Monitoring – Sorting in the Source column

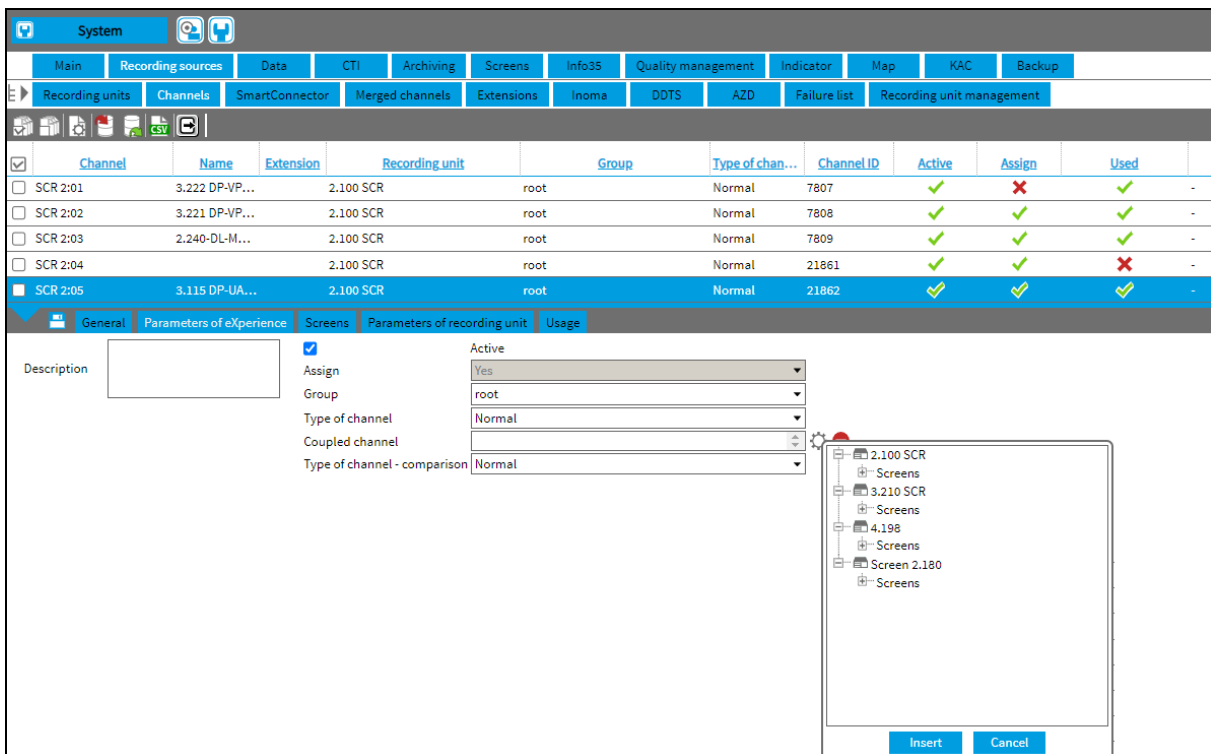
In all agendas Catalog/ List of records, Catalog/ Timeline, Catalog/ Statistics and Monitoring, alphabetical sorting has been introduced above the Source column. Numbers and special characters are sorted first, followed by letters.

2.2 System – Alphabetical sorting in the selection

System/Recording sources/Channels - **Parameters of eXperience** tab

For the Coupled channel item, the selection is sorted using the gear wheel according to the rules:

- Levels:
 - Recording unit level: sorting by the name of unit
 - Type and tab level
 - Channel level: sorting by channel name (within each unit)
 - Sort numbers and special characters first, then letters

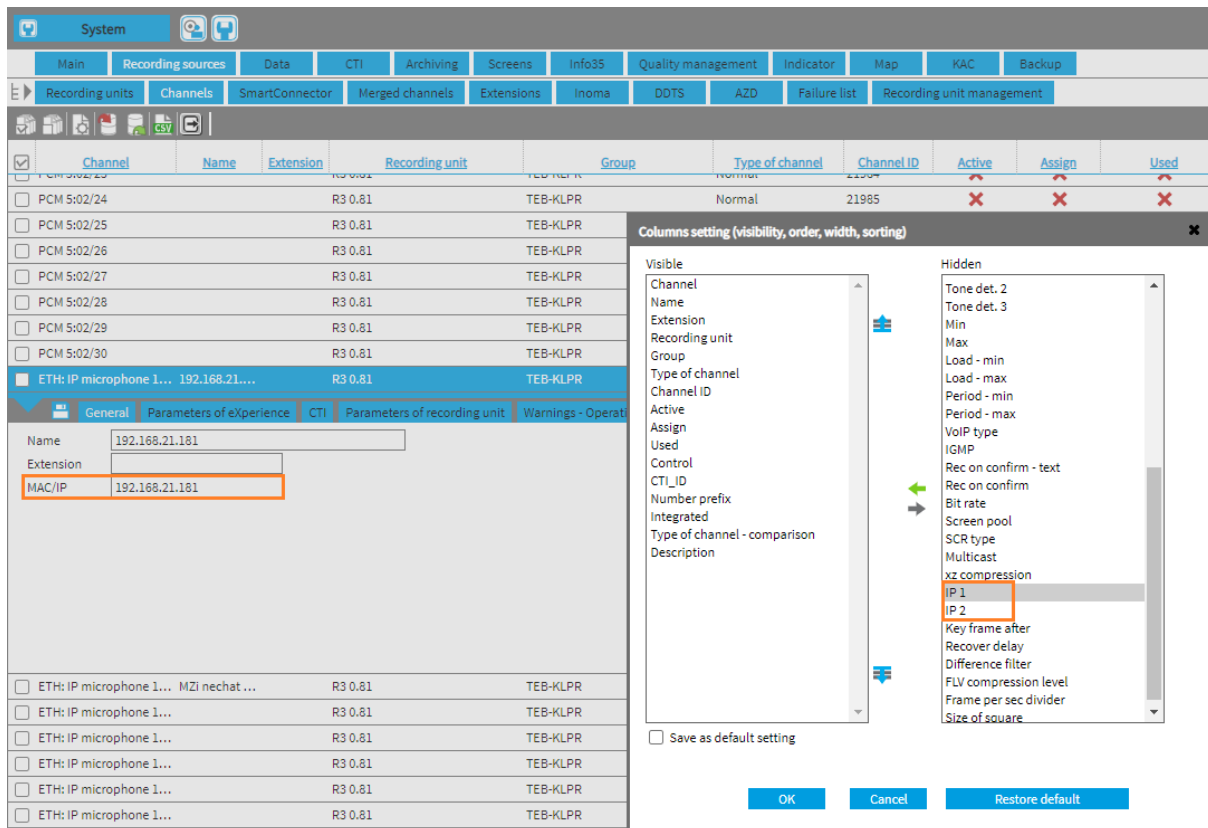


The screenshot displays the 'System' application window with the 'Channels' tab selected. The main window shows a table of recording channels with columns for Channel, Name, Extension, Recording unit, Group, Type of channel, Channel ID, Active, Assign, and Used. The selected channel is SCR 2:05 (3.115 DP-UA...). Below the table, the 'Parameters of eXperience' dialog box is open, showing settings for the selected channel. The 'Active' checkbox is checked, and the 'Assign' dropdown is set to 'Yes'. The 'Group' dropdown is set to 'root', and the 'Type of channel' dropdown is set to 'Normal'. The 'Coupled channel' dropdown is empty, and the 'Type of channel - comparison' dropdown is set to 'Normal'. A tree view on the right side of the dialog shows the hierarchy of recording units and screens, with '2.100 SCR' selected.

Channel	Name	Extension	Recording unit	Group	Type of chan...	Channel ID	Active	Assign	Used
<input type="checkbox"/>	SCR 2:01	3.222 DP-VP...	2.100 SCR	root	Normal	7807	✓	✗	✓
<input type="checkbox"/>	SCR 2:02	3.221 DP-VP...	2.100 SCR	root	Normal	7808	✓	✓	✓
<input type="checkbox"/>	SCR 2:03	2.240-DL-M...	2.100 SCR	root	Normal	7809	✓	✓	✓
<input type="checkbox"/>	SCR 2:04		2.100 SCR	root	Normal	21861	✓	✓	✗
<input checked="" type="checkbox"/>	SCR 2:05	3.115 DP-UA...	2.100 SCR	root	Normal	21862	✓	✓	✓

2.3 System – Channels – IP1, IP2 columns

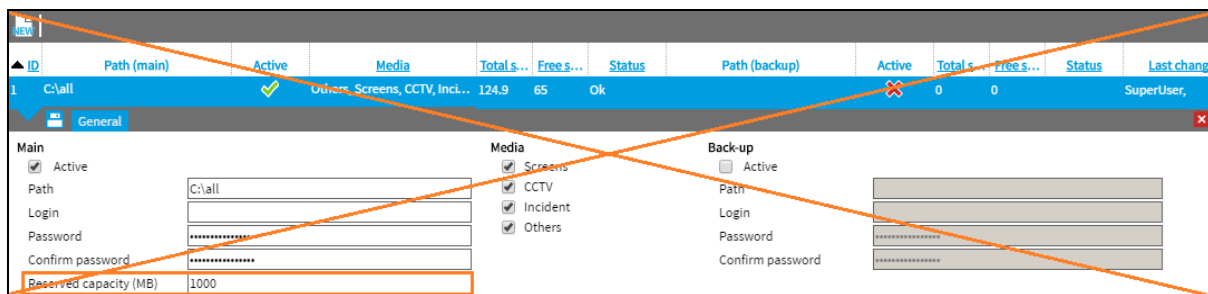
In the **System/Channels** agenda, the IP1, IP2 columns have been added to display the MAC/IP parameters, IP address. In order to make these columns visible, among others, in the total list, it is necessary to set them using the **Bulk column setting...**, or to move them from **Hidden** to **Visible**.



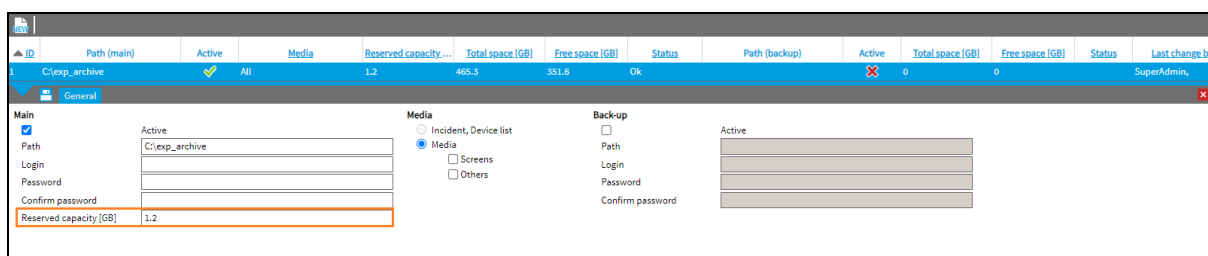
2.4 System – Archive – Reserved capacity

The **Reserved capacity** parameter has been changed in the System - Archive agenda. The settings have changed from MB to GB. It is now possible to specify the capacity using a decimal number. Note: It is specified with a decimal point (not a comma). 1 decimal place is allowed.

Previous setting:



From 2.37.3:



2.5 System/Main/LDAP – modification in the Import tab

System/Main/LDAP – Import tab

On the Import tab, the Authentication method combo box has been changed. SSO has been changed to SSO only. When LDAP or SSO only is selected in the Authentication method combo box, the Password text box is disabled, and its contents are cleared.

The screenshot shows the 'Import' tab in the System/Main/LDAP configuration. The 'Authentication method' dropdown is highlighted with an orange box, showing 'local', 'LDAP', and 'SSO only' options. The 'Password' field is disabled and empty. Other fields include 'LDAP bind DN (principal)', 'Bind DN password', 'Base DN', 'Filter', 'Limit', 'Organizational group', 'Group of records', 'Role in group', 'Domain', 'Firstname', 'Surname', 'Login', 'Pers. No', 'E-mail', 'CTI DN', 'CTI_ID', and 'Extension'.

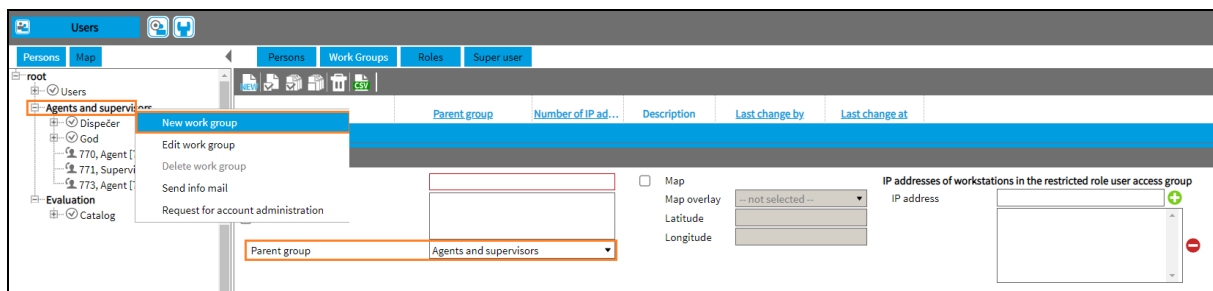
2.6 System – Error message - Audio conversion

A new conversion error code has been added to the System/Error messages agenda - No. 213399 - Audio conversion - Function OK.

Process	Code	Error message	Default error level	Error level	Changed by	Changed when
<input type="checkbox"/>	213300	Audio conversion - Info	Info	Info	SuperUser,	2020-03-03 15:32:06
<input type="checkbox"/>	213301	Audio conversion - Unavailable source archive	Error	Error	SuperUser,	2020-09-07 08:13:11
<input type="checkbox"/>	213302	Audio conversion - Unavailable database	Error	Error	SuperUser,	2020-09-07 08:13:11
<input type="checkbox"/>	213303	Audio conversion - 24-hour summary	Info	Info	SuperUser,	2020-09-07 08:13:11
<input type="checkbox"/>	213399	Audio conversion - Function OK	Info	Info	SuperUser,	2023-12-06 08:40:02

2.7 Left panel of Users application – Work groups

Selecting a work group in the left panel of the Users application and selecting **New work group** opens the form for creating a new group, where the **Parent group** is pre-filled according to the group from which the action was triggered (i.e. a sub-group is created).



2.8 SmartConnector - Multithread solution

Since version 2.37.3, the SmartConnector allows "multithreaded" operation. The reason for this modification is easier configurability when the user needs several SmartConnectors for different data types (audio, documents, etc.).

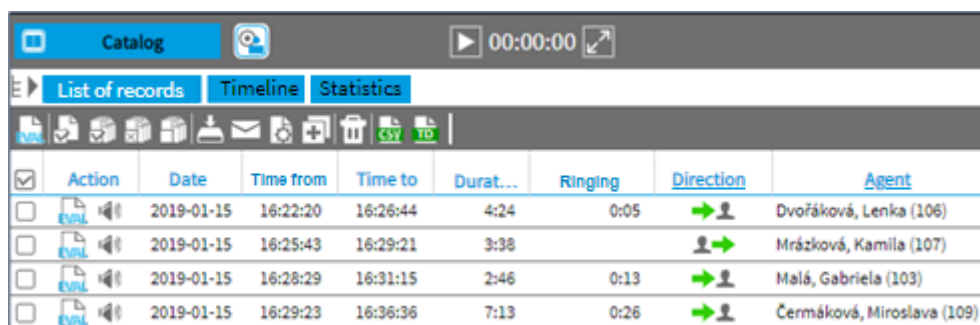
In principle:

- one service for all SmartConnectors,
- a new folder for configuration files,
 - a configuration file (xml) for each SmartConnector (task/run) where the data type is defined,
- one non-configuration file (.cfg) for all SmartConnectors.

2.9 Support of touch screen - icon EVAL

For touch screen devices, the option to display the EVAL icon in the top bar of the Catalog and Monitoring agenda has been added.

Clicking the EVAL icon performs the same action as the *Evaluate* context menu in the web environment. The icon is displayed if the **eval_action** setting is set to 1. The default value is 0 (the icon is not displayed).



	Action	Date	Time from	Time to	Durat...	Ringing	Direction	Agent
<input type="checkbox"/>	EVAL	2019-01-15	16:22:20	16:26:44	4:24	0:05	→	Dvořáková, Lenka (106)
<input type="checkbox"/>	EVAL	2019-01-15	16:25:43	16:29:21	3:38		→	Mrázková, Kamila (107)
<input type="checkbox"/>	EVAL	2019-01-15	16:28:29	16:31:15	2:46	0:13	→	Malá, Gabriela (103)
<input type="checkbox"/>	EVAL	2019-01-15	16:29:23	16:36:36	7:13	0:26	→	Čermáková, Miroslava (109)

3. Known incompatibilities

- Audio live monitoring in **Chrome and Firefox** web browser:
 - Start listening is delayed for about 3 seconds.
 - Online delay of about 3 seconds.
- Older versions of Firefox, from version 68 ESR (resp. 66 standard edition), had non-functional audio control of the channels in the player. From the version 78.8.0 ESR, this problem no longer occurs.
- The frequency of the video updates during playback of screen records can depend on several synchronously replayed channels.


Newly discovered Firefox incompatibility and possible solution:

- Firefox cannot handle too many elements on a page.
 - If a page contains too many elements (especially many short records), horizontal scrolling may hide some parts of the page, such as
 - 1 – Toolbox with icons
 - 2 – Time and range settings
 - 3 – Page area
 - 4 – Number of rows and number of selected rows
 - 5 – Left panel (the error appears after changing the width of the left panel, when some parts of the page are already hidden)



- If this situation occurs:
 - It is possible to click on the location of the hidden items to restore their display. This is probably only a temporary fix - it will be restored the next time you scroll.
 - It is recommended that you select a shorter time or limit the number of rows displayed to 20, which will sufficiently reduce the number of items on the page.

3.1 Touchscreen devices

- You cannot use the right button to access the context menu.
- Non-functional dragging (grab with mouse button pressed on PC), for example, for the following functions:
 - from the tree,
 - scroll the advanced player window,
 - drag volume and playback speed in the Advanced Player (but can be controlled by clicking).
- Non-functional help via icon .
- Some forms display buttons with an overlay below the form window.



Take-back, processing, utilization and disposal of discarded electrical equipment is ensured through the collective systems ASEKOL (electrical equipment) and ECOBAT (batteries/accumulators). Hand over used products to collection yards or to the last retailer. More information at www.retia.cz, www.asekol.cz, www.ecobat.cz. The take-back and use of packaging waste is ensured based on a take-back contract concluded with the company EKO-KOM, a.s. (Client number EK-F06022669).